



PATENT

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November 2, 2006
Date

Ayesha J. Shaikh
Ayesha J. Shaikh

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.	: 09/824,849	Confirmation No.	: 9964
Applicant	: Simon Jacobs		
Filed	: April 2, 2001	Attorney Docket No.:	500745.01
Art Unit	: 3623	Customer No.	: 27,076
Examiner	: Romain Jeanty		
Title	: METHODS AND SYSTEMS FOR SCHEDULING COMPLEX WORK ORDERS FOR A WORKFORCE OF MOBILE SERVICE TECHNICIANS		

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicant wishes to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicant's duty to disclose all information he is aware of which is believed relevant to the examination of the above-identified application, applicant believes that his invention is patentable.

11/07/2006 RFEKADU1 00000021 09824849

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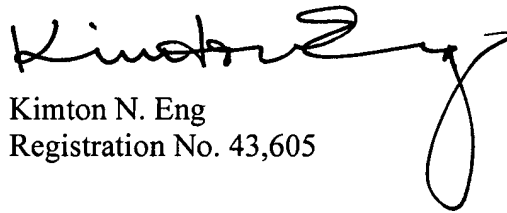
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A fee of \$180 is submitted in accordance with 37 C.F.R. § 1.97(c). The Commissioner is authorized to charge any other fees which may be required, or credit any overpayment to Deposit Account No. 50-1266. A duplicate copy of this sheet is enclosed.

Please acknowledge receipt of this Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP



Kimton N. Eng
Registration No. 43,605

KNE:ajs

Enclosures:

- Postcard
- Check
- Fee Transmittal Sheet (+ copy)
- Copy of Information Disclosure Statement
- Form PTO-1449
- Cited References (102)

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FORM PTO-1449
(REV. 7-80)U.S. DEPARTMENT OF COMMERCE
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ATTY. DOCKET NO.

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Simon Jacobowitz

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3623

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	4,937,743	06/26/90	Rassman et al.	364	401	
	AB	5,168,451	12/01/92	Bolger	364	436	
	AC	5,289,368	02/22/94	Jordan et al.	364	401	
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	AE	5,355,511	10/11/94	Hatano et al.	455	11.1	
	AF	5,428,546	06/27/95	Shah et al.	364	449	
	AG	5,467,268	11/14/95	Sisley et al.	364	401	
	AH	5,532,702	07/02/96	Mintz	342	463	
	AI	5,615,121	03/25/97	Babayev et al.	395	209	
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	AM	5,758,313	05/26/98	Shah et al.	701	208	
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	AX	6,047,260	04/04/00	Levinson	705	9	

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* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).

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*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
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	BL	6,697,784 B2	02/24/04	Bacon et al.	705	9	
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	BQ	6,823,315 B1	11/23/04	Bucci et al.	705	9	
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							YES	NO
	CF	DE195 39 662 C2	10/02/97	Germany			X	
	CG	WO 00/28451 A3	05/18/00	PCT			X	
	CH	WO 00/68856	11/16/00	PCT			X	
	CI	WO 00/68859	11/16/00	PCT			X	

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	CK	Alanko T. et al., "Mowgli: Improvements for Internet Applications Using Slow Wireless Links", The 8 th IEEE International Symposium on Personal, Indoor and Mobile Radio Communications, Vol. 3, 1997. pp. 1038-1042.
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	CM	Blumberg, D., "Optimizing Mobile Workforce", Leisure Publications, February 1, 2001.

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3623**OTHER PRIOR ART** (Including Author, Title, Date, Pertinent Pages, Etc.)

CN	ClickSchedule, Products, Click Schedule Tour and Article Web pages, ClickService Software, Inc., www.clickservice.com/products, 2000 (retrieved February 2005). 12 pages.
CO	"Connectria Unveils ServeClick to Enable the Next Wave of E-Commerce – 'E-Scheduling' of Services, Appointments & Reservations", Business Wire, New York, January 4, 2000. Two pages
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CS	Domenjoud, E. et al., "Generating feasible schedules for a pick-up and delivery problem", Proceedings of CP, Technical Report 98-R-142, April 1998. pp. 1-12.
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CY	Kleinrock, L., "Nomadicity: Anytime, anywhere in a disconnected world", Mobile Networks and Applications, Journal of Special Topics in Mobile Networks and Applications, J.C. Baltzer AG, Science Publishers, Netherlands, Vol. 1, No. 4, 1996. pp. 351-357.
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DA	Livneh, E., "Case Study: Automating Service Allocation and Scheduling", Association for Services Management International, www.afsmi.org, May 1997. pp. 1-5.
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DD	Marshak, R.T., "ClickSchedule: Completing the Online Buying Experience", ClickSoftware, Patrica Seybold Group, October 1999. pp. 1-3.
DE	Mazer, M.S. et al., "Writing the Web While Disconnected", IEEE Personal Communications, Vol. 5, No. 5, October 1998. pp. 35-41.
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DH	"MenuHunter.com to Provide the Ultimate in Online Restaurant Reservations Using ServeClick from Connectria; Service to Handle Complex, Real-World Needs of Restaurants & Patrons", Business Wire, New York, February 1, 2000. Three pages.
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DJ	Mummert L. et al., "Exploiting Weak Connectivity for Mobile File Access", Fifteenth AC Symposium on Operating Systems Principles, Colorado, Vol. 29, No. 5, December 1995. pp. 143-155.
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DN	Panwalker, S.S. et al., "A Survey of Scheduling Rules", Operations Research, Vol. 25, No. 1, January-February 1977. pp. 45-61.

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DO

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Sciacca, P., "Webvan Gets E-Business Software for Expansion", Supermarket News, January 2000. Two pages.

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Solomon, M.M., "Algorithms for the Vehicle Routing and Scheduling Problems with Time Window Constraints", Operations Research, Vol. 35, No. 2, March-April 1987. pp. 254-265.

DV

Tkach, D. et al., "Visual Modeling Technique Object Technology Using Visual Programming", Addison-Wesley, 1996. pp. 324-336.

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"Vantive and MDSI to Provide Enterprise-Wide Wireless Field Service Solution", PR Newswire, New York, October 26, 1998. pp. 1-3.

DX

Witt, C.E., "Update: Material Handling in the Food Industry", Material Handling Engineering, Vol. 54, No. 11, October 1999. Eleven pages.

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